

CENTRALIZED INTAKE UNIT

Bureau for Children and Families



What is Centralized Intake?

- Currently, each county has a separate intake unit or person that handles abuse and neglect intake calls each day. BCF has also utilized the services of a contract agency (WV Abuse/Neglect Hotline) for coverage after regular business hours.
- Centralized Intake will consolidate all of the individual CPS and APS intake functions into one operation/unit that will be staffed and managed by BCF employees 24/7-365 days per year.

Why Centralized Intake?

■ IN 2012 WV GOVERNOR, EARL RAY TOMBLIN, DIRECTED PUBLIC WORKS LLC TO COMPLETE AN AUDIT OF THE DHHR OPERATIONS AND TO MAKE RECOMMENDATIONS FOR IMPROVEMENT

■ PUBLIC WORKS FINDINGS INCLUDED THE FOLLOWING FINDING:

“ THE BUREAU FOR CHILDREN AND FAMILIES SHOULD MOVE FORWARD WITH PLANS TO DEVELOP AND IMPLEMENT A CENTRALIZED INTAKE SYSTEM TO IMPROVE CONSISTENCY, EFFICIENCY, AND EFFECTIVENESS OF CHILD PROTECTIVE SERVICES INVESTIGATIONS. ”

- Casey Family Programs conducted a study that supports a centralized intake approach:
“states that recently switched to a centralized intake system experienced more consistent screening decisions, investigations meeting mandated timelines, and time for staff to complete fieldwork.”
- Information obtained through WV studies show Tennessee and Indiana have shown improvement with the utilization of centralized intake

Centralized Intake Operation

- **WILL OPERATE UNLIKE ANY OTHER BCF UNIT**
- **WILL OPERATE UNDER THE CURRENT HOTLINE NUMBER {1-800-352-6513}**
- **WILL OPERATE 24/7 365 DAYS A YEAR**
- **WILL ACCEPT ALL TYPES OF REFERRALS {CPS, APS, REQUEST TO RECEIVE SERVICE, ETC}**

Benefits of Centralized Intake

- Centralized Intake is a community service
- One point of entry for all referrals
- Consistent community message/education
- Respect for the reporter and assurance of an appropriate response
- Ensure consistency across the state in how abuse and neglect complaints of Child Protective Services (CPS) Intake and Adult Protective Services (APS) are received and documented
- The centralization of the intake process will consolidate all of the individual CPS and APS intake functions into one operation that will be staffed and managed by BCF employees.
- Provide consistency in evaluation and decisions related to assignment.
- Centralized Intake staff will be trained and focused on accurate and thorough intake assessments and referrals.
- Centralized Intake supervisors will be trained and focused on accurate screening decision based on structured decision making criteria
- Training and Quality Assurance will be built in to the unit and provide ongoing support and continuous program improvement
- It will affect child/adult safety!

Centralized Intake – Physical Locations

- Currently the Centralized Intake Unit is being developed to operate in two physical locations.
 - Marion County
 - Kanawha County

- Equipped with state-of-the-art telephone system
 - Allows for priority answering for law enforcement and healthcare professionals in emergency situations
 - Allows callers to choose purpose for call
 - Will collect valuable data for continued quality improvement

Centralized Intake Staffing

■ CURRENT PLAN FOR FULL OPERATION IS A TOTAL OF APPROXIMATELY 55 POSITIONS BETWEEN THE TWO LOCATIONS

- Director
- Supervisors
- Intake Specialists
- DPQI Staff
- Trainer
- Operations/Support Staff

How Will Centralized Intake Be Implemented?

- Will begin taking calls by July 1, 2014
- Districts will be phased in for regular business hour calls on August 1, 2014
- Full implementation by January 31, 2015

Implementation Schedule

August 1, 2014	August 15, 2014
Region I - Ritchie/Doddridge/Pleasants Region II - Jackson/Mason/Roane Region III - Barbour/Taylor/Preston Region IV - Braxton/Clay	Region I - Marion/Monongalia Region II - Logan Region III - Hampshire/Mineral Region IV - Wyoming
September 1, 2014	September 15, 2014
Region II - Kanawha	Region I - Harrison Region III - Hardy/Grant/Pendleton Region IV - Nicholas/Webster
October 1, 2014	October 15, 2014
Region I - Marshall/Tyler/Wetzel Region II - Mingo	Region III - Berkley/Jefferson/Morgan Region IV - McDowell/Fayette

Implementation Schedule (Continued)

November 1, 2014	November 15, 2014
Region I - Gilmer/Calhoun/Wirt Region II - Boone, Lincoln	Region III - Lewis/Upshur Region IV - Greenbrier/Monroe/Summers/ Pocahontas
December 1, 2014	December 15, 2014
Region I - Wood Region II - Wayne	Region III - Randolph/Tucker Region IV - Raleigh
January 1, 2015	January 15, 2015
Region I - Ohio/Brooke/Hancock Region II - Cabell	Region II - Putnam Region IV - Mercer

What Information Do I Need When I Call?

- Identifying demographics
- What abuse/neglect is suspected
- Is the child/adult in imminent danger
- Location of the child/adult and caregivers
- Is there a protecting caregiver
- Does the perpetrator have access to the child/adult
- Information regarding the caregivers/child or adult's functioning
- Any known safety threats to first responders

What If I Don't Have All That Information?

- Make the call anyway and provide as much information as you have
- The Intake Specialist will conduct a guided interview assisting you to bring to mind information you may not realize is important
- Our database may have information you do not

Questions?

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